



CHOICES HEALTHCARE LTD

Enhancing Your Life Through Quality Care

POLICY NO: 32	STATEMENT OF PURPOSE [MISSION STATEMENT]
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It is the aim of CHOICES HEALTHCARE LIMITED to deliver a service of personal care/support and associated domestic services to meet the needs of our clients in their own homes, as well as at our supported living houses. This will be achieved by promoting a standard of excellence which embraces fundamental principles of Good Care/support practices that is witnessed and evaluated through the service, conduct and control of quality care/support in the domestic environment.

To meet these client needs the Care and Supported Living Services are designed to achieve the following objectives:

1. To deliver a service of the highest quality that will improve and sustain the client's overall quality of life. In this respect the Home Care and Supported Living Services are designed to meet the Certification requirements of the ISO 9002 Quality Standard [latest edition], but in a people oriented (person centered) fashion.
2. To ensure that the service is delivered flexibly, attentively and in a non-discriminatory fashion while respecting each client's right to independence, privacy, dignity, fulfillment, and the rights to make informed choices and to take risk.
3. To ensure that each client's needs and values are respected in matters of religion, culture, race or ethnic origin, sexuality and sexual orientation, political affiliation, marital status, parenthood and disabilities or impairments.
4. To ensure that the Care and Supported Living Service in whole is delivered in accordance with agreed Purchasing Contracts of care/support Agreements.
5. To manage and implement a formal program of staff planning, selection, recruitment, training, and personal development to enable clients' care/support needs to be met.

Registered in England and Wales. Registration no: 8135218. Vat no: 171618802

Registered Office: Ground floor Montague Building, Southchurch Road, Southend-on-Sea, Essex SS1 2LR **Tel:** 01702 344 355

Ipswich Branch: 25-27 Princes Street, Ipswich, Suffolk, IP1 1PH. **Tel:** 01473 212 120

Email: admin@choiceshealthcare.co.uk www.choiceshealthcare.co.uk



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6. To match the nominated Care, Key Worker as closely as possible with the client and respecting the need to change the Care /Support Worker in the event of subsequent non-compatibility.
7. To manage the Care and Supported Living Service efficiently and effectively to make best use of resources and to maximize value for money for the Purchaser / Service user.
8. To undertake a Risk Assessment of environmental Health and safety hazards within the home of each new client and to ensure that areas of concern are duly reported to the Purchaser / service User. Such Risk Assessment will take into account the right of the client to take risk, reference Clause 2. above.
9. To ensure that all clients / Service Users receive written information on the organisation's Procedure for Handling Complaints, Comments and Compliments and how to use it.

Our Houses:

Alphabet House

10 Alphabet Square
Bow
London Borough of Tower Hamlets
E3 3RT

Phone: 020 3149 2965

St Edmonds House

9 St Edmonds Close
Erith
DA18 4DU

Phone: 020 8933 6279

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2 Chaffinch Road
Bury St Edmunds
IP32 7GN

Phone: 01702 344 355

Registered Manager:

Judith Lahani

Phone: 01702 344 355
24hr line: 07863 110 291

Email: Jude.lahani@choiceshealthcare.co.uk

Cc: support@choiceshealthcare.co.uk

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